

Inspiring Quotes



- ▶ “I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel” *Maya Angelou, Author, Poet*
- ▶ “Remember if dreams weren’t real within you, you couldn’t even dream them” *Gloria Steinem, Author, Activist*
- ▶ “You gain strength, courage, and confidence by every experience in which you really look fear in the face. You must do the thing you cannot do.” *Eleanor Roosevelt, First Lady, Activist*

Agenda

- ▶ **Overview: Coaching Defined**
- ▶ **Three Components of Coaching and Coaching Models**
- ▶ **Your stories, experience of coaching and/or having a coach**
- ▶ **VISTA specific successes and challenges of coaching**
- ▶ **What is one action step you will take to improve your coaching competence?**
- ▶ **Resources**

What is professional coaching?



- ▶ ICF defines coaching as partnering with VISTAs in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.

What is a coach's responsibility?

- ▶ Discover, clarify, and align with what the VISTA wants to achieve
- ▶ Encourage VISTA self-discovery
- ▶ Elicit VISTA-generated solutions and strategies
- ▶ Hold the VISTA responsible and accountable

What is the coaching process?

- ▶ Personal Interview to assess the individual's or business' current opportunities and challenges, define the scope of the relationship, identify priorities for action and establish specific desired outcomes.
- ▶ **ASSESSMENTS**
- ▶ **CONCEPTS, MODELS, PRINCIPLES**
- ▶ **APPRECIATIVE APPROACH**

Manage for Performance Coach for Development

- ▶ Practical
- ▶ Immediate
- ▶ Compliance
- ▶ Capacity building
- ▶ Performance Management Systems
- ▶ Programmatic Excellence
- ▶ Decision-making
- ▶ Vision
- ▶ Strategic Thinking

Aspirational
Future/the long term
Meaningful Service Experience
Focus on Learning
Coachee's agenda
Workforce Development
Retention/Recruitment
Powerful Conversations
Self-Awareness

Manage for Performance

- ▶ Best Practices
- ▶ Operational
- ▶ Measure Performance
- ▶ Decision-making
- ▶ Vision
- ▶ Strategic Thinking

Coach for Development

Career Coaching
Reflection
Authenticity
Retention/Recruitment
Powerful Conversations
Self-Awareness

THE POWER OF THREE

Critical Components of Coaching

- ▶ 1. PRESENCE
- ▶ 2. PERSPECTIVE
- ▶ 3. POWERFUL CONVERSATIONS



1. PRESENCE

- ▶ Listen more effectively, deal with the source of a problem rather than symptoms, hear what the VISTA isn't saying, focus solely on the VISTA's agenda

2. PERSPECTIVE

- ▶ Point to what is working, keep VISTA focused on forward movement, offer a new way of seeing a situation/issue, point to a VISTA's strengths

3. POWERFUL CONVERSATIONS

- ▶ Asking questions helps to unlock the VISTA's wisdom and potential, Empower VISTA, teach VISTA to be self-reliant, put the burden of discovery where it belongs, teach the VISTA to find the answer within.
- ▶ *Source: Management Coaching Curriculum developed by Janis Glenn and Jackie Jordan-Davis, Pathways Coaching & Consulting*

Your Voices; Your Coaching Stories

What is your experience as a coach to VISTAs?

What are the successes?

What are the challenges?

What do you need to do to grow your coaching skills?

Power of Inquiry

- ▶ If I were to give you an extra hour a day, what would you do with it?
- ▶ What would you do if you had unlimited resources?
- ▶ What story is holding you back?
- ▶ What will you do first?
- ▶ What's holding you back?
- ▶ How much energy are you willing to put into that?
- ▶ How would your ideal self create a solution?
- ▶ What are you trying to prove to yourself?

Power of Inquiry

- ▶ What would you try now if you knew you could not fail?
- ▶ Just because that happened in the past, why must it happen again?
- ▶ Is what you are doing helping you follow your joy?
- ▶ If your money could talk, what would it say to you?
- ▶ What is the experience you are looking to create?
- ▶ How does this decision match up with who you know you are?
- ▶ When will you start?
- ▶ What small steps can you take to get you closer to your vision?
- ▶ What are you waiting for?

ICF Core Competencies

- ▶ **A. SETTING THE FOUNDATION**
- ▶ **B. CO-CREATING THE RELATIONSHIP**
- ▶ **C. COMMUNICATING EFFECTIVELY**
- ▶ **D. FACILITATING LEARNING AND RESULTS**

The EI Coach Model

- ▶ **E = Emotions** (How are your feeling?)
- ▶ **I = Intelligence** (What do you want to talk about and achieve today?)
- ▶ **C = Current** (What's going on for your right now?)
- ▶ **O = Opportunities** (What possibilities are available for you?)
- ▶ **A = Actions** (What are you going to do?)
- ▶ **C = Change measure** (What difference will this make? How will you know success?)
- ▶ **H = How are you feeling now?** (Emotional barometer)

Emotional Intelligence Coaching Model

E = Emotions

- ▶ How are you feeling today?
- ▶ Where do you feel it?
- ▶ What does it tell you?

I = Intelligence

- ▶ What's the session about?
- ▶ Where would be a great place to be at the end of the session?
- ▶ What internal resources do you have that will help you get there?

C = Current

- ▶ What's going on for you right now regarding this issue?
- ▶ What challenges do you face?
- ▶ What's working really well for you?
- ▶ What's the truth of the situation?
- ▶ What assumptions might you be making?
- ▶ What do you believe about the situation?
- ▶ How much does that help or hinder you?

O = Opportunities

- ▶ What options are open to you?
- ▶ What could you do?
- ▶ How would that fit in with who you are?
- ▶ How would it help you reach your goal?
- ▶ What feels right about them?
- ▶ Which one takes you nearer to your values?
- ▶ Which ones might take you further away from your values?
- ▶ What's great about your ideas?

A = Action

- ▶ What are you going to do?
- ▶ What will you commit to?
- ▶ How will you make it happen?
- ▶ What else do you need to be able to achieve it?
- ▶ What's your timeline for this?
- ▶ Who else might benefit being involved?
- ▶ How do you feel about the actions you've chosen?
- ▶ How do you think it will go?

C = Change Measure

- ▶ How will you know success?
- ▶ What difference will it make?
- ▶ What will you experience, see, and hear?

H = How Do You Feel Now?

- ▶ What's worked well for you today?
- ▶ What are you feeling?



GROW Coaching Model



- ▶ **G = Goal**...Exploring “What do you want?” with the individual.
- ▶ **R = Reality**...Exploring “What is happening now”
- ▶ **O = Options**...Exploring “What could you do now/next time?”
- ▶ **W = Will**...Identifying “What will you do...and by when?”

IMPACT of Coaching on Performance

- ▶ enhanced energy and job satisfaction
- ▶ increased personal productivity
- ▶ better problem-solving skills (including decision-making)
- ▶ gains in knowledge and skills
- ▶ better communication and relationships
- ▶ more positive attitudes towards professional and career development
- ▶ self-management and self-learning skills

Resources



- ▶ International Coach Federation (ICF)
- ▶ *Leader as Coach* - Center for Creative Leadership
- ▶ *Working with Emotional Intelligence* Daniel Goleman
- ▶ *Coaching for Leadership: How the World's Greatest Coaches Help Leaders Learn* Marshall Goldsmith, Laurence Lyons, and Alyssa Freas, Editors
- ▶ *Daring Greatly* Brene Brown
- ▶ *Confidence* Rosabeth Moss Kanter